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Enrollment

Enrolling new members and creating an [Employee Enrollment ID](#) for IHG Rewards Club can be processed in LoyaltyConnect.

Roles Required

Enrolment is enabled to all users with the following Roles

- Hotel Front Desk – Standard

- Hotel Front Desk – Fee Based

- Hotel Manager

- Sales Manager

Navigation

1. Go to Merlin.

2. Click on 'Applications'.

3. Click on LoyaltyConnect.

4. Click 'Access this tool'.

5. Click Enrollment.

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Creating an Employee Enrolment ID

Hotel team members that are responsible for enrolling guests in to IHG Rewards Club are required to have a unique Employee Enrolment ID (PROGRAM: EMP) to enrol guests and receive credit for eligible enrolments.

The Employee Enrolment ID is not the same as your Employee ID number and is created by enrolling to the EMP Program in LoyaltyConnect.

1. Log into LoyaltyConnect.

2. Click Enrollment.

3. Click EMP, then complete all required fields, and click Submit.

- Note: Complete related fields in the enrolment section. Only the fields marked with a red * are required for enrollment. It is advisable to complete as many of the other fields as possible.
- Email address is not required when enrolling an EMP account.


- Note: When you enroll an employee, there is no need to fill out the Employee Member ID field.

6. The Enrollment Successful box will appear. Click Done.

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An Enrollment ID (EMP) account must be exclusive and should not be associated to any existing IHG Rewards Club account.

If you try to enroll an EMP account under an existing IHG Rewards Club account or try to click EMP and RC at the same time you will receive the following error message:
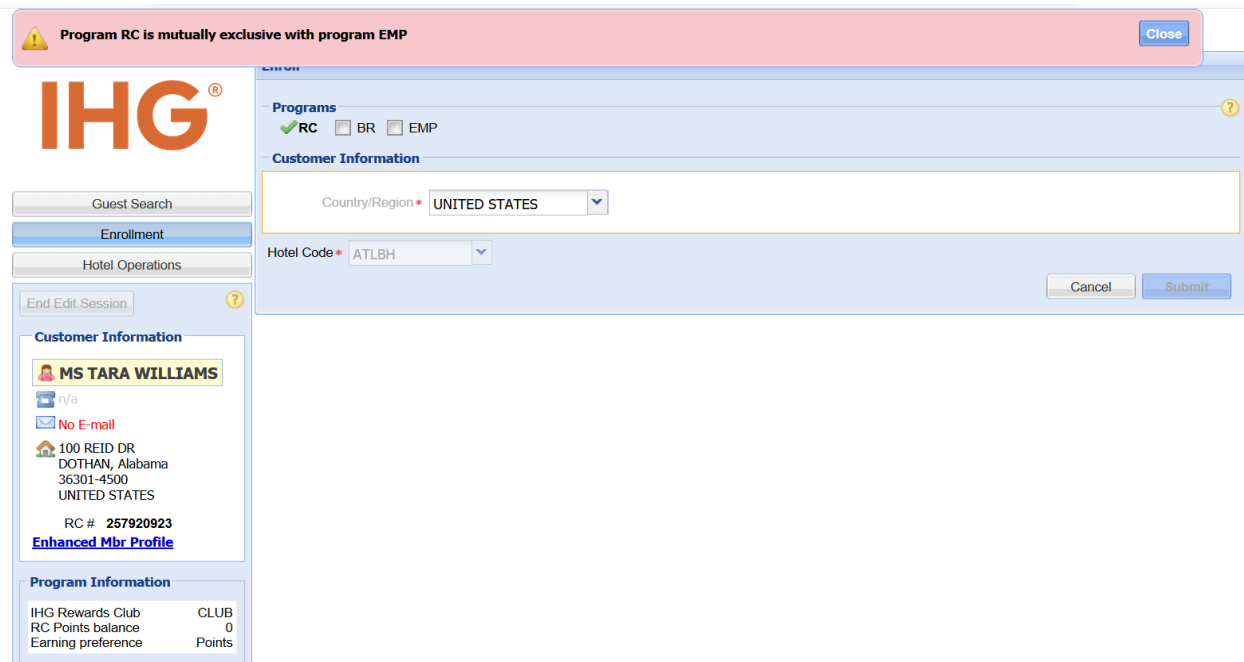
To fix this, ignore the current enrollment then follow the steps below:

1. Click Enrolment.

2. Click EMP.

3. Fill in the employee's details.

4. Click Submit.

5. Take note of the Employee Enrolment ID.